

the Web user during a subsequent session causing the first product collection to be retrieved[.];

wherein the first product collection is electronically communicated to a second different business.

Claims 83, 84 and 90, line 1, please change "94" to --82--.

Claims 85 and 86, line 1, please change "96" to --84--.

Claim 87, line 1, please change "98" to --86--.

Claim 88, line 1, please change "99" to --87--.

Claim 89, line 1, please change "100" to --88--.

91. In a Web-based business-to-business electronic commerce system including a database and a Web server, a method comprising the steps of:

creating within the database item collections, each item being a potential subject of a business-to-business transaction; and

users creating new item collections at least partially derived from existing item collections, producing a multiplicity of item collections related by derivation[.]

wherein the item collections are used to electronically communicate at least one of supply and demand information from a first business to a second different business.

Claim 92, line 1 please change "103" to --91--.

Claim 93 and 94, line 1, please change "104" to --92--.

95. A method of processing customer service requests relating to a product, including returns, over the Web, comprising:

defining an automated workflow process for customer service requests, including returns, that uses a database and a Web-enabled database management system; a customer making a purchase from a merchant; and [a user] the customer, via the Web in a self-help manner, causing a customer-service/return record to be created in the database, to be processed by the merchant.

Claims 96 and 98, line 1, please change "107" to --95--.

Claim 97, line 1, please change "108" to --96--.

Claim 99, line 1, please change "110" to --98--.

Claims 101, 102, 103, 104, 105 and 106, line 1, please change "112" to --100--.

Claim 108, please change "119" to --107--.

109. A method of handling customer requests over a global computer network, comprising the steps of:

receiving from a customer via a global computer network a post-sale customer request related to a previously-sold item;

evaluating the request based on customer-specific criteria[l, including criteria set by at least one business partner, and historical data]; and

if the applicable criteria are met, automatically approving the request and electronically communicating approval to the customer.

110. A method of satisfying demand using a global computer network, comprising the steps of:

receiving demand information from multiple sources via a global computer network;

grouping demand information received from multiple different sources, producing grouped demand information;

retaining a distinct record of individual demand information received from each of the multiple different sources;

performing one processing step using the grouped demand information, including communicating grouped demand information to third party; and

performing another processing step using the individual demand information.

Claims 111 and 112, line 1, change "122" to --110--.

Please add the following new claims:

119. (New) The method of claim 109, wherein said criteria include criteria set by at least one business partner.

120. (New) The method of claim 109, wherein said criteria include criteria set by historical data.

121. (New) A method of establishing an end-to-end business-to-business commerce system for the sale, or sale and service, of product items, using a Web-enabled relational database management system running on a server platform, the method comprising the steps of:

for at least one business partner, storing within the database; and

enabling the full spectrum of business functions to be performed remotely via the

Web.

122. (New) In an automated end-to-end, business-to-business transaction processing system including a database, a method of user/system interaction for accomplishing a business task stemming from an order, whereby business decisions normally made by an experienced human decision maker by gathering information across multiple business